

Letter of Authorization (LOA) for Canada

1. Customer Name:

Your name should appear exactly as it does on your telephone bill

First Name Last Name

Company Name (If service is in your company name) Tax/GST Number

2. Service Address on file with your current carrier:

Please note, this must be a physical location and can not be a PO Box

Address

City Province Post Code

3. The Telephone Number which you authorise Twilio Inc to change from your current phone service provider to Twilio Inc. (as a carrier for Cradle Limited)

Phone Number Service Provider

By signing the below, I verify that I am, or represent (for a business), the above-named service customer, authorised to change the primary carrier(s) for the telephone number(s) listed, and am at least 18 years of age. The name and address I have provided is the name and address on record with my local telephone company for each telephone number listed. I authorise Twilio Inc. or its designated agent to act on my behalf and notify my current carrier(s) to change my preferred carrier(s) for the listed number(s) and service(s), to obtain any information Twilio Inc deems necessary to make the carrier change(s), including, for example, an inventory of telephone lines billed to the telephone number(s), carrier or customer identifying information, billing addresses, and my credit history.

Authorized Signature Printed Name Date